

FIG. 1

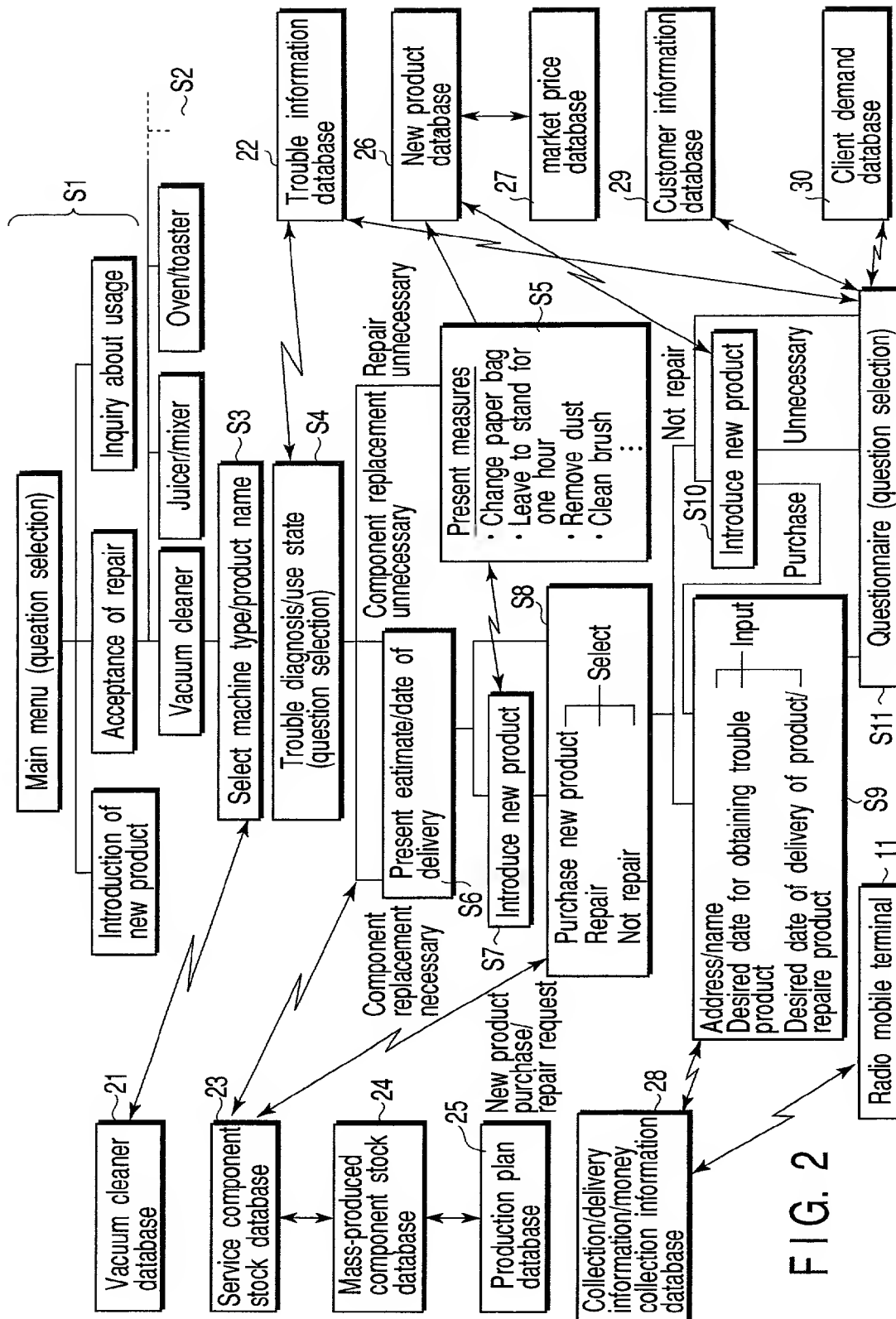


FIG. 2

Hello, welcome to XX net  
Please click your desired service

Desire to purchase new product

Repair request ←

Do not know way of use

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FIG. 3

Vacuum cleaner ←	XXXXXX
Juicer/mixer	XXXXXX
Oven/toaster	XXXXXX
XXXXXX	XXXXXX

Please click machine

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FIG. 4

Please click your machine type  
Machine type is displayed on back side of vacuum cleaner main body

VC-F3CW)	VC-XXX(X)	VC-XXX(X)
VC-F3C(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(B)	VC-XXX(X)	VC-XXX(X)
VC-F4Y(G)	VC-XXX(X)	VC-XXX(X)
VC-Q1(G)	VC-XXX(X)	VC-XXX(X)

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FIG. 5

Please click trouble state

Motor does not operate	XXXXXXXXXX
Suction force is weak	XXXXXXXXXX
Cord cannot be wound up	XXXXXXXXXX
Dust sign is not lit even with accumulated dust	XXXXXXXXXX
Floor brush does not rotate	XXXXXXXXXX
Suction force cannot be controlled	XXXXXXXXXX

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FIG. 6

Airy dust such as cotton dust in paper bag ?  
Please change paper bag

Recovered      Not recovered ←

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FIG. 7

"Circuit substrate" needs to be replaced  
Replacement costs the following

Component cost	XXX yen
Technical service fee	XXX yen
Days required for repair	three days

Repair ←      Not repair

Purchase new product

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FIG. 8

We will come and obtain trouble product  
Please input necessary matters

Address

Name

Phone No.




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FIG. 9

Please input your desired date for depositing trouble product

A.D.  Year  month  date



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FIG. 10

Please input your desired date of delivery of repaired product

Please input March 5 or later delivery date, because product will be delivered three days after deposited

A.D.  Year  month  date

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FIG. 11

Customer data

Name	Ichiro Yamada
Address	Chiyoda-ku, Tokyo * * *
TEL	03-3835- * * * *
mail	yamada@ * * *.co.jp
Family members	Husband and wife + two Children
Residence	House including three Western rooms and one Japanese room
VC-F3C(G)	
Sold on February 1, 1995	
Fixed price	30,000 yen
Circuit substrate replaced on March 3, 2000	

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FIG. 12

Deposit date	Name	Address		
2000/3/3	Ichiro Yamada	Chiyoda-ku, Tokyo * * *	Vacuum cleaner	
2000/3/3	Yukio Nakamura	Kshiwa-shi, Chiyoda-ku * * *	Vacuum cleaner	
2000/3/3	Kenji Yamamoto	Omiya-shi, Saitama-ken * * *	Vacuum cleaner	
2000/3/3	Koji Koyama	Nakano-ku, Tokyo * * *	Vacuum cleaner	
2000/3/4	Yuki Honma	Nagoya-shi, Aichi-ken * * *	Vacuum cleaner	
2000/3/4	Hiroshi Sato	Yamato-gun, Nara-ken * * *	Vacuum cleaner	
2000/3/4	Takashi Tanaka	Shinjyuku-ku, Tokyo * * *	Vacuum cleaner	

FIG. 13



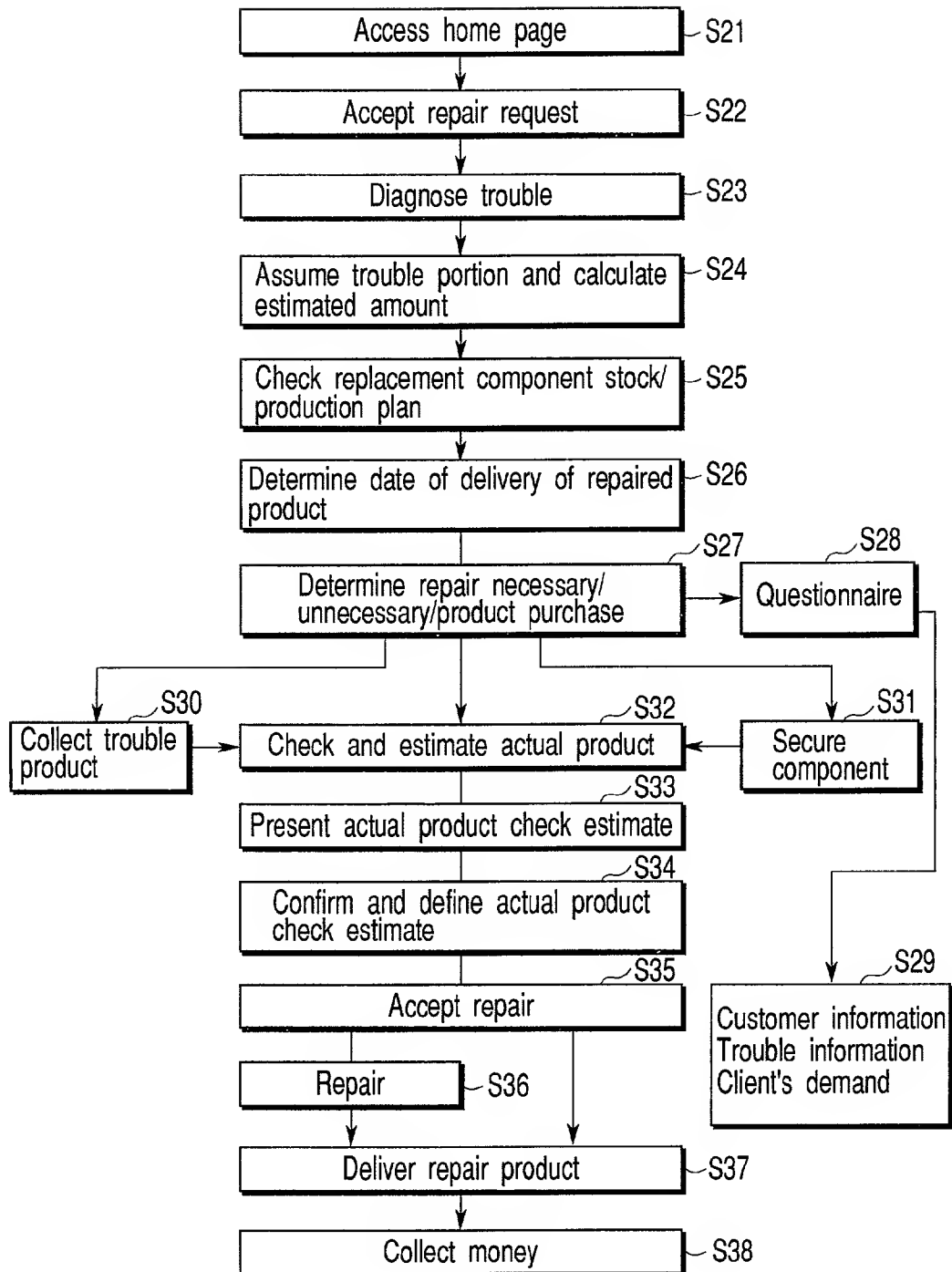


FIG. 14